OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 8**

Title: Percent Completed Within Standard Interval

Area:	*Requirement Description*
Description:	Measures of orders completed within the standard interval of receipt of valid, error-free service request.
Method of Calculation:	Sum (Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	By service group type excluding services with flexible due dates.
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** **Parity for UNE measured for the following UNEs:**	**Pacific Bell Retail**
	• 2w digital loop(ISDN capable) • UNE subloop	• ISDN(BRI)

	• 2w digital loop(xDSL capable)
	  • Conditioned
	  • Non-Conditioned
	  • UNE subloop
		• 2w digital loop (xDSL capable) provided to ASI
		  • Conditioned
		  • Non-Conditioned

	• 2w digital loop(IDSL capable) • UNE subloop	• ISDN (BRI)

	• High Bandwidth line sharing
	  • Conditioned
	  • Non-Conditioned
		• High Bandwidth line sharing provided to ASI
		  • Conditioned
		  • Non-Conditioned

	• 4w digital loop (DS1)	• DS1
	• UNE loop – OC level	• Retail – OC level service
	• Dark Fiber	*Diagnostic*
	• UNE Port– Specials	• Retail Specials

	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level - New
	  • OC level -Conversion
		(TBD)

	• UNE Dedicated Transport
	  • . DS1
	  • DS3
	  • OC level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	UNE Platform • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop	• Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW
	• Interconnection Trunks	• ILEC Dedicated Trunks
	GTE	
	Resale Specials	Retail Specials

Business Rules:	• Excludes customer requested due dates other than the standard interval, and orders delayed for customer reasons. (Pacific Bell only) • Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons. (GTE only) • Excludes services with flexible due date i.e., Basic Exchange services/POTS (Pacific Bell only) • For UNE loop services, feature-only orders are excluded from retail analog. (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI. (Pacific Bell only). • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. (Pacific Bell only) • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
Notes:	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 9**

Title: Coordinated Customer Conversion as a Percentage On-Time

Area	Requirement Description
Description:	**Pacific Bell:** Measures the percentage of coordinated cutovers (TBCC/CHC) completed by Committed time* where CLEC has requested coordination (including LNP). ** Note: "Committed time" means within one hour of committed order due time* **GTE:** Measures the percentage of coordinated orders completed by committed time* for all orders where CLEC has requested coordination (including LNP) **Note: "Committed time" means the actual conversion completion time is no greater than the committed completion interval plus one hour.*
Method of Calculation:	**Pacific Bell** ((Number of coordinated cutovers completed by committed time) / (Count of coordinated cutovers scheduled in reporting period)) x 100 **GTE** (Number of coordinated orders completed by committed due date and time) / (Count of coordinated orders completed in reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• Residence and Business conversions and LNP (PB only) • Coordinated Conversions and Coordinated Hot Cuts (GTE only)
Geographic Level:	Statewide

Measurable Standard:	**Parity for Pacific Bell:** **Pacific Bell Retail** **Coor. Conversions (Res.)** Coor. Conv. -Res **Coor. Conversions (Bus.)** Coor. Conv. -Bus **Coor. Conversions (LNP-Port Out)** Coor. Conv. - - (LNP-Port In/Back) **Benchmark for GTE: 90% On Time** **Coordinated Conversion (CC)** ***Designed and Non-designed*** **Line Size** — **Committed Completion Interval** From 1 to 49 lines: 1 Work Hour 50 to 99 lines: 2 Work Hours 100 to 199 lines: 3 Work Hours 200 plus lines: 4 Work Hours **Coordinated Hot Cut (CHC)** **Designed and Non-designed** ***Line Size*** — ***Committed Completion Interval*** From 1 to 20 lines: 1 Work Hour 21 to 30 lines: 1½ Work Hours 31 to 40 lines: 2 Work Hours 41 to 50 lines: 2½ Work Hours 51 to 60 lines: 3 Work Hours 61 to 70 lines: 3½ Work Hours 71 to 80 lines: 4 Work Hours 81 to 90 lines: 4½ Work Hours 91 to 100 lines: 5 Work Hours Add an additional ½ Hour for each additional 10 lines or increment thereof.
Business Rules:	• Excludes CLEC caused misses • Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).
Notes:	• "Cutovers" include initial and subsequent attempts to complete a cutover. (Pacific Bell only)

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 9A**

Title: Frame Due Time Conversions as a Percentage On-Time - Pacific Bell only

Area	Requirement Description
Description:	Measures the percentage of Frame Due Time cutovers completed by Committed time* for all orders where CLEC has requested FDT. ** Note: "Committed time" means within 1 hour of confirmed frame due time (example: order with 4pm due time will be completed by 5pm).*
Method of Calculation:	(Number of frame due time cutovers completed by Committed time) / (Count of frame due time cutovers scheduled in reporting period)x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	Basic loops with LNP, Basic loops without LNP, Standalone LNP.
Geographic Level:	Statewide
Measurable Standard:	**Benchmark** • Standard 95% in 1 hour
Business Rules:	• Excludes CLEC caused misses • Applies to CLEC requested FDT orders only
Notes:	• "Cutovers" include initial and subsequent attempts to complete a cutover. • Up to 19 loops, or up to 99 telephone numbers on standalone LNP.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 10**

Title: LNP Network Provisioning

Item	Requirement Description
Description:	Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.
Method of Calculation:	(Total number of LNP network provisioning failures / Total number of NPAC porting broadcasts) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	
Geographic Level:	Statewide
Measurable Standard:	**Benchmark for Pacific Bell** • Standard - no more than .25% failure **Benchmark for GTE** • Standard - no more than 2% failure
Business Rules:	• Provisioning failure data will be collected as follows: • Will be tracked for individual network database failures - failures to provision between the ILEC LSMS and LNP network databases (STP or SCP) • Excludes total failures from the NPAC to *all* LSMS systems. • Excludes broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC) (Pacific Bell only) • Excludes large porting activities (500 TNs or greater) (Pacific Bell only)
Notes:	

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 11**

Title: Percent of Due Dates Missed

Area	Requirement Description
Description:	Measures the percent of new, move and change orders where installation was not completed by the due date.
Method of Calculation:	[(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and Change Orders)] x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type and Field Work/No Field Work as appropriate
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell**
	Parity for Resale is Retail
	Parity for UNE measured for the following UNEs:
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX)
	  • UNE Subloop
	• 2w digital loop(ISDN capable)
	  • UNE Subloop
	• 2w digital loop(xDSL capable)
	  • UNE Subloop
	• 2w digital loop(IDSL capable)
	  • UNE Subloop
	• High Bandwidth line sharing UNE
	  • Conditioned
	  • Non-Conditioned
	• 4w digital loop(DS1)
	• UNE loop – DS3
	• UNE loop – OC level service
	• UNE Port–Non-Specials
	• UNE Port– Specials
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
	• Dark Fiber
	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level - New
	  • OC level - Conversion
	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
	• Interconnection Trunks
		Pacific Bell Retail
		• POTS - Business (fielded)
		• ISDN(BRI)
		• 2w digital loop (xDSL capable) provided to ASI
		• ISDN(BRI)
		• High Bandwidth line sharing UNE provided to ASI
		• DS1
		• UNE loop – DS3
		• Retail OC level service
		• POTS - Business (non-fielded)
		• Retail Specials (non-fielded)
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service
		Diagnostic
		(TBD)
		• Business POTS FW/NFW
		• Retail Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW
		• ILEC Dedicated Trunks

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS - Total Business & Residence, Non-Dispatched
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*

Business Rules:	• Excludes customer misses • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • For UNE loop services, feature-only orders are excluded from retail analog. (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • For GTE results for UNE subloop will be tracked diagnostically. • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. • Excludes record only and ILEC official orders. • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
Notes:	• ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 12**

Title: Percent of Due Dates Missed Due to Lack of Facilities

Measure Number	Requirement Description
Description:	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure "Percent Missed Due Dates"
Method of Calculation:	(Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type and Field Work/No Field Work as appropriate
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** **Parity measured for the following UNEs:**	**Retail**
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX)	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable)	• ISDN(BRI)
	• 2w digital loop(xDSL capable)	• 2w digital loop(xDSL capable) provided to ASI
	• 2w digital loop(IDSL capable)	• ISDN (BRI)

	• High Bandwidth line sharing UNE
	  • Conditioned
	  • Non-Conditioned
		• High Bandwidth line sharing UNE provided to ASI

	• 4w digital loop (DS1)	• DS1
	• UNE loop – DS3	• DS3
	• UNE loop – OC level	• Retail OC level service

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	• Enhanced Extended Links
	  • DS1 - New
	  • DS3 – New
	  • OC level - New
		(TBD)

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS FW/NFW
		• Retail Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW

	• Interconnection Trunks	• ILEC Dedicated Trunks

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
Business Rules:	• Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • For UNE loop services, feature-only orders are excluded from retail analog.	
Notes:	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN capable loops which have similar characteristics.	

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 13**

Title: Delay Order Interval to Completion Date (For Lack of Facilities)

	Requirement Description
Description:	Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.
Method of Calculation:	Sum (Completion Date - Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed due to Lack of ILEC Facilities in the Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	• By service group type • Disaggregated by 1-30 days, 31-90 days and >90 days
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** **Parity measured for the following UNEs:**	**Retail**
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX)	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable)	• ISDN(BRI)
	• 2w digital loop(xDSL capable)	• 2w digital loop (xDSL capable) provided to ASI
	• 2w digital loop (IDSL capable)	• ISDN(BRI)

	• High Bandwidth line sharing UNE
	  • Condition
	  • Non-Condition
		• High Bandwidth line sharing UNE provided to ASI

	• 4w digital loop (DS1)	• DS1
	• UNE loop – DS3	• DS3
	• UNE loop – OC level	• Retail OC level service

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	• Enhanced Extended Links
	  • DS1 - New
	  • DS3 – New
	  • OC level - New
		(TBD)

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS FW/NFW
		• Retail Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW

	• Interconnection Trunks	• ILEC Dedicated Trunks

Measurable Standard:	GTE	Retail
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet-Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
Business Rules:	• For UNE loop services, feature-only orders are excluded from retail analog.	
Notes:	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.	

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 14**

Title: Held Order Interval

Area	Requirement Description
Description:	Measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).
Method of Calculation:	Sum (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past the Committed Due Date) *Note: For all orders pending and past the committed due date.*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	By service group type
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail**	
	Parity for UNE measured for the following UNEs:	**Retail**
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) • UNE Subloop	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable) • UNE Subloop	• ISDN(BRI)
	• 2w digital loop(xDSL capable) • UNE Subloop	• 2w digital loop(xDSL capable) provided to ASI
	• 2w digital loop (IDSL capable) • UNE Subloop	• ISDN(BRI)

	• High Bandwidth line sharing UNE
	  • Conditioned
	  • Non-Conditioned
		• High Bandwidth line sharing UNE provided to ASI

	• 4w digital loop (DS1) • UNE Subloop	• DS1
	• UNE loop – DS3	• DS3
	• UNE loop – OC level	• Retail OC level service
	• UNE Port–Non-Specials	• POTS - Business (non-fielded)
	• UNE Port– Specials	• Retail Specials

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC Level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	• Dark Fiber	• Diagnostic

	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level – New
	  • OC level - Conversion
		(TBD)

	• UNE Platform (PB only)
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS FW/NFW
		• Retail Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW

	• Interconnection Trunks	• ILEC Dedicated Trunks

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet-Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS - Total Business & Residence, Non-Dispatched
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
Business Rules:	• Excludes customer caused misses. • For UNE loop services, feature-only orders are excluded from retail analog. • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)	

Notes:	• ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • For GTE results for UNE subloop will be tracked diagnostically. • For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN capable loops which have similar characteristics.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 15**

Title: Provisioning Trouble Reports (Prior to Service Order Completion)

	Requirement Description
Description:	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.
Method of Calculation:	**Parity:** (Number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period) **Benchmark:** [(Number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period)] x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• By Resale, High Bandwidth line sharing UNE, UNE Loop, and LNP • By Affecting Service and Out of Service
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** **Parity** **Resale** — **Retail services** UNE Loop — Retail services (outside plant disposition codes and central office wiring disposition codes) High Bandwidth Line sharing UNE — High Bandwidth line sharing UNE provided to ASI **Benchmark:** LNP - Port Out • Standard - 1% or less

	GTE: • Resale POTS (Residence) • Resale POTS (Business) • Resale Specials • UNE,Loop Non-designed • UNE Loop Designed • UNE Loop xDSL Capable • UNE Loop IDSL Capable • LNP	 • Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) • *(TBD until SDA is established)* • *(TBD until SDA is established)* • *(TBD- will propose benchmark standard after 4 months of data collection).*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports • *[6]	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

[6] The language "excludes new service installations" first contained in the JPSA filed July 18, 2000 has been removed pending resolution by the Commission of the open issue identified by some DSL CLECs.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 15A**

Title: Average Time to Restore Provisioning Troubles (Prior to Service Order Completion)

Item	Requirement Description
Description:	Measures the average duration of the troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.
Method of Calculation:	(Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared.)/ (Total Number of Provisioning Trouble Reports)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• By Resale, UNE Loop, UNE Port and LNP • By Affecting Service and Out of Service
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** **Parity:** **Resale** — **Retail services** UNE Loop — Retail services (outside plant disposition codes and Central Office wiring disposition codes) **Benchmark:** LNP - Port Out • Standard - average of 4 hours

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Residence POTS
	• Resale POTS-Business	• Business POTS
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is implemented)*
	• UNE loop IDSL capable	• *(TBD until SDA is implemented)*
	• LNP	• *(TBD)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 16**

Title: Percentage Troubles in 30 Days for Special Services Orders

	Requirement Description
Description:	Measures the percent of network customer trouble reports received within 30 calendar days of service order completion
Method of Calculation:	**Pacific Bell:** (Total Number of Customer Trouble reports received within 30 calendar days of special service order completion / Total Number of new, move and change completed special services orders) x 100 **GTE:** (Total Number of Special Service Orders that receive a Network Customer Trouble Report within 30 calendar days of service order completion / Total new, move and change completed Special Service orders) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail**	
	Parity for UNE measured for the following UNEs:	**Retail**
	• 2w digital loop(ISDN capable) • UNE Sub -Loop	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop(xDSL capable) • UNE Sub-Loop	• 2w digital loop(xDSL capable) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1)	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – DS3	• DS3 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop –OC level	• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port– Specials	• Retail Special (non-dispatched)

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level

	• Dark Fiber	Diagnostic

	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level – New
	  • OC level - Conversion
		(TBD)

	• UNE Platform
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Retail Voice Grade Specials (non-disp, disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp, disp)

	• Interconnection Trunks	• ILEC Dedicated Trunks

Measurable Standard:	**GTE:** • Resale Specials • UNE Loop Designed • UNE loop xDSL capable • UNE loop IDSL capable • UNE Transport • UNE - Platform PRI • Line Sharing – Conditioned • Line Sharing - Non - Conditioned • Interconnection Trunks • EEL	**Retail** • Retail Specials • Dispatch Designed Service (excludes HICAPs) • (TBD until SDA is established) • (TBD until SDA is established) • HICAP Designed • ISDN PRI • (TBD until SDA is established) • (TBD until SDA is established) • ILEC Dedicated Trunks • *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire • Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports • If no service orders are processed for a service group type in the report month, the denominator for the calculation of this measure will be service orders processed in the last month of service order activity. (Pacific Bell) • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	